

**CLAIMS**

What is claimed is:

1           1. A method for providing print quality support to a device user, the  
2 method comprising:  
3           presenting a link to print quality support in a device driver user interface; and  
4           providing print quality support information to the user when the link is selected  
5 by the user.

1           2. The method of claim 1, wherein presenting a link comprises presenting a  
2 hyperlink to a network file.

1           3. The method of claim 2, wherein presenting a hyperlink to a network file  
2 comprises presenting a hyperlink to at least one of a web document, a web site, and a  
3 web page.

1           4. The method of claim 1, wherein presenting a link comprises presenting a  
2 link in association with a color tab of the device driver user interface.

1           5. The method of claim 1, wherein providing print quality support  
2 information comprises providing print quality support information in a network browser  
3 that retrieves the support information from a network.

1           6.     The method of claim 1, wherein providing print quality support  
2 information comprises providing print quality support information retrieved from a web  
3 server by an Internet browser via the Internet.

1           7.     The method of claim 1, wherein providing print quality support  
2 information comprises presenting information regarding at least one of proper device  
3 operation and troubleshooting tips.

1           8.     A system for providing print quality support to a device user, the system  
2 comprising:  
3           means for controlling a peripheral device from a user computer;  
4           means for interfacing with the means for controlling; and  
5           means, included within the means for interfacing, for presenting print quality  
6 support information obtained via a network.

1           9.     The system of claim 8, wherein the means for controlling comprise a  
2 peripheral device driver that executes on the user computer.

1           10.    The system of claim 8, wherein the means for interfacing comprise a  
2 device driver user interface that is presented to the user in a display of the user  
3 computer.

1           11.    The system of claim 8, wherein the means for presenting print quality  
2 support information comprise a hyperlink to a network file.

1           12.    The system of claim 11, wherein the means for presenting print quality  
2   support information further comprise a network browser with which the information  
3   may be viewed.

1           13.    The system of claim 8, wherein the means for presenting print quality  
2   support information comprise means for presenting information regarding at least one of  
3   proper device operation and troubleshooting tips.

1           14.    A system stored on a computer-readable medium, the system comprising:  
2              logic configured to operate and control a peripheral device;  
3              logic configured to support interaction between a user and the logic configured  
4   to operate and control; and  
5              logic configured to enable provision of information regarding print quality issues  
6   retrieved from a network, the logic configured to enable provision of information being  
7   contained within the logic configured to support interaction.

1           15.    The system of claim 14, wherein the logic configured to operate and  
2   control comprises a peripheral device driver.

1           16.    The system of claim 14, wherein logic configured to support interaction  
2   comprises a device driver user interface.

1           17.    The system of claim 14, wherein the logic configured to enable provision  
2   of information comprises a hyperlink to a network file.

1           18.     The system of claim 17, wherein the logic configured to enable provision  
2     of information further comprises a network browser.

1           19.     A peripheral device driver user interface, the interface comprising:  
2         a window that is viewable in a computer display;  
3         information and options associated with the peripheral device and its operation  
4     presented within the window; and  
5         a link to network-accessible print quality support information that aids a user in  
6     identifying the cause of a print quality problem.

1           20.    The interface of claim 19, wherein the link comprises a hyperlink to a  
2     web file.

1           21.    The interface of claim 20, wherein the hyperlink is associated with a  
2     color tab presented in the window.

1           22.    The interface of claim 19, wherein the link is configured to take the user  
2     to information regarding at least one of the proper operation of the peripheral device and  
3     how to troubleshoot print quality problems.